



COMMUNITY SERVICES MANAGER

Purpose:

To actively support and uphold the City's stated mission, vision, and values. To provide leadership to the employees of the Community Services Department by managing the department's activities, programs, facilities, and services in a way that promotes the City's mission and values. The Community Services Department is made up of four basic functional areas: the Tempe Public Library, Parks and Recreation, Cultural Services, and Social Services.

Supervision Received and Exercised:

Receives direction from the City Manager.

Exercises supervision over managerial, professional, technical, and support staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Work with the Community to develop the department's goals and objectives.
- Manage the hiring, training, and evaluation process for departmental employees with an inclusive "360" approach.
- Develop an on-going process for citizens to evaluate departmental activities, programs, and services.
- Prepare and administer the departmental budget with an emphasis on service delivery to the citizens.
- Insure operational efficiency through low administrative overhead and a flat hierarchical structure.
- Attract and develop a quality work force of people who combine solid technical skills with engaging interpersonal skills.

CITY OF TEMPE

Community Services Manager (continued)

- Create a healthy, positive working environment in which work decisions are made at the work group level in bi-weekly meetings.
- Develop a meaningful and on-going employee based recognition program.
- Insure accountability of programs and services by monitoring key output indicators on a monthly basis.
- Implement new technologies that will increase productivity without compromising customer relations.
- Create employee based processes to insure on-going organizational review.
- Utilize the department's nine citizen advisory boards to review and improve departmental programs, services, and activities.
- Serve as faculty of the Tempe Learning Center.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training, or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Ten years of progressively responsible experience in the area of the management of public programs and affairs

Training:

Bachelor's degree in an academic discipline relevant to the management of public quality of life services; Masters degree in public management.

Licenses/Certifications:

Possession of, or the ability to obtain, a valid Arizona driver's license.

This position is unclassified and pursuant to the City of Tempe Personnel Rules and Regulations, Rule 1, Section 104, the employee or the City can terminate the employment relationship at any time, for any reason, with or without cause or notice.

Job Code: 0230

Salary Range: 165

Effective November 1988

Effective July 2000

Revised July 2002 Range Changed

CITY OF TEMPE
Community Services Manager (continued)

FLSA: Exempt